

**1. What is the purpose of this survey and how are you going to use the information?**

The information will be used in the Roadmap feasibility study to establish the baseline costs and resources for Washington State general government financial and performance measurement business functions and support systems.

**2. Which business functions are included in the survey?**

The survey asks for cost and resource information about these functions:

- Accounting
- Payroll
- Payables
- Receivables
- Performance measurement

**3. Why aren't you collecting information about other fiscal functions, such as budget, procurement, asset management, contracts, and grants?**

The *Roadmap* is being planned in increments. The current feasibility study is focused on "first things first" and our most pressing business needs. Future feasibility studies will consider the other business areas.

**4. Didn't we just do a similar survey a couple of years ago?**

Yes, two surveys were done in 2004. The first collected information for a baseline assessment of financial functions. The second prioritized common business problems and opportunities and collected a partial inventory of agency financial systems. If your agency participated in either survey, we will provide you with your 2004 data.

**5. Should I include the OFM financial and performance management systems we use?**

No, don't include estimates for AFRS, ADDS, DRS, FASTRACK, PMTS or other OFM systems that your agency uses. OFM will get these costs from its billing system.

**6. How is "system" defined for this survey?**

A system is a collection of files or software modules (custom built or purchased) used by a team or workgroup to support one or more financial or performance measurement processes and/or functions. The *Roadmap* team is only interested in the maintenance and support costs for those systems that perform the functions listed on the

Frequently Asked Questions about the *Roadmap* Baseline Cost Survey  
(last updated: 9/21/2006)

survey sheet. [Note: A single desktop file (e.g. spreadsheet or Word doc) used by a single person, is not a system for the purposes of this survey.]

**7. What cost information should be included in the survey?**

Please include annual support costs for all information systems that you list in your inventory. This number should include all costs, including hardware, software, licenses, contracted staff, IT staff support, etc. that can be attributed to the systems you list. The costs should come from the Agency IT budget and be to the nearest \$50,000.

**8. What if a system includes more than just financial and/or performance management functions?**

Please estimate the total cost for the system. Then estimate the percentage of the system that supports the functions listed in Question #2 (above) and enter that number in the column “**G**” Proportion used for financial or performance measurement functions”. For example, if 20% of the system supports payables and receivables, enter “20%”.

**9. Do you want agencies to include costs for systems that are currently being developed?**

No, we only want the costs for the system that is currently in use. However, if there is a new system coming online in the next 6 - 12 months or a replacement for one of the systems on your list, please give us a brief description of the system and expected implementation date in the free-form “comments and notes” area at the bottom of the survey page.

**10. What FTE counts should be included in the survey?**

Please include annual FTE counts for the staff that support the financial and performance measurement functions. These include:

- Internal IT staff that support the financial and performance measurement systems listed in columns “**J**” through “**AR**”
- People in your fiscal offices, field or program offices who support the functions listed in columns “**I**” through “**AK**” on the spreadsheet.
- Executives, managers, and support staff who develop and/or support the functions listed in columns “**AL**” through “**AR**”. Again, please estimate the annual FTE count for each business function.

**11. Should FTEs related to manual functions be included?**

Frequently Asked Questions about the *Roadmap* Baseline Cost Survey  
(last updated: 9/21/2006)

Yes. We are interested in all costs of the functions and processes included in the survey, whether or not they are automated. These manual costs are often hidden, yet play a substantial role in cost-benefit analysis. We want a comprehensive baseline cost model that includes all current costs, both system-related and manual.

**12. How will the average FTE cost be estimated?**

We have extracted current labor cost information by job class from the HRMS database. We will use those costs to come up with agency-specific FTE pay rates for the overall model.

**13. How detailed should the answers to be?**

We expect a very small number of people to work on the IT-related and business-related aspects of the survey for each agency. At a minimum, this would be two people – someone familiar with the IT budget, and someone familiar with the business organization and where tasks are performed. In addition, we strongly encourage estimating costs to the nearest \$50,000 and annual staff to the nearest ½ FTE.

**14. Which agencies are participating in the survey?**

Department of Agriculture, Department of Corrections, Department of Ecology, Department of Employment Security, Department of Fish and Wildlife, Department of General Administration, Department of Health, Department of Information Services, Department of Labor and Industries, Department of Licensing, Department of Natural Resources, Department of Personnel, Department of Printing, Department of Retirement Systems, Department of Revenue, Department of Social and Health Services, Department of Transportation, Office of the State Treasurer, State Lottery Commission, State Parks and Recreation Commission, Washington State Health Care Authority, Washington State Liquor Control Board, Washington State Patrol